

Meta title: Hospitality Desk Signage & Wayfinding Checklist

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Hospitality Desk Signage & Wayfinding Checklist

Companion download for: **Running the On-Ground Wedding Hospitality Desk: A Complete Setup Guide**

Print this checklist and walk the venue/hotel property with it the morning the desk opens.

Entrance & arrival signage

- [] Sign at the main property entrance / porte-cochère (visible from a car pulling up)
- [] Sign at the lobby door directing guests to the hospitality desk
- [] Desk itself clearly labeled ("Wedding Guest Desk" / couple's names) — visually distinct from hotel reception
- [] Signage includes a phone number for guests arriving after the desk closes for the night

Directional / wayfinding signage

- [] Lobby → venue / lawn / banquet hall directional signs at every major turn or junction
- [] Lobby → restrooms
- [] Lobby → parking / pickup point
- [] Venue → hospitality desk (return path)
- [] Multi-venue properties: signage distinguishing each event space by name (Lawn 1, Lawn 2, Banquet Hall A, etc.)
- [] Elevator/staircase signage if guest rooms span multiple floors or wings

Desk-side materials

- [] Printed day-by-day schedule posted at the desk, visible to guests without asking
- [] Printed venue map available at the desk

- [] Emergency/key contact list visible to desk staff (not guests)
- [] Spare name tags and pens on hand
- [] Spare welcome kits (10-15% of total guest count) stocked at or near the desk

Night / low-staffing coverage

- [] After-hours contact number posted at the desk and lobby entrance
- [] Hotel night staff briefed on who to call if a late-arriving guest needs help
- [] Signage doesn't rely on desk staff physically pointing — should work if the desk is briefly unattended

Pre-opening walk-through

- [] Walked the guest's actual arrival path (entrance → lobby → desk → room) and confirmed every turn has a sign
- [] Confirmed signage is legible in the property's actual lighting conditions (some venues get dim well before functions start)
- [] Confirmed hotel management has approved placement of any freestanding signage

Companion asset to the WeddingKart Hospitality Content Cluster — see the full guide at weddingkart.co/blog/wedding-hospitality-desk-setup-guide